



PeopleSoft ELM Training & Internet Explorer 10 issue

SPD has discovered current courses in ELM are incompatible with IE10 and may cause errors when trying to complete the courses. Some issues include:

- Users are not able to close the window once completing the course.
- Users are not able to pause the training to begin the course again at the same location; this action will take the user back to the beginning of the course.
- The sessions will not show “complete” and will remain *in-progress*.

If you experience errors completing the courses, please try downloading the following browsers:

Chrome: [Download at google.com/chrome](http://google.com/chrome)

Firefox: [Download Mozilla Firefox](http://mozilla.org/firefox)

OR

When using IE 10, the compatibility issue must be fixed. In Compatibility View, websites will be displayed as if they were viewed in a previous version of Internet Explorer, which will often correct display problems.

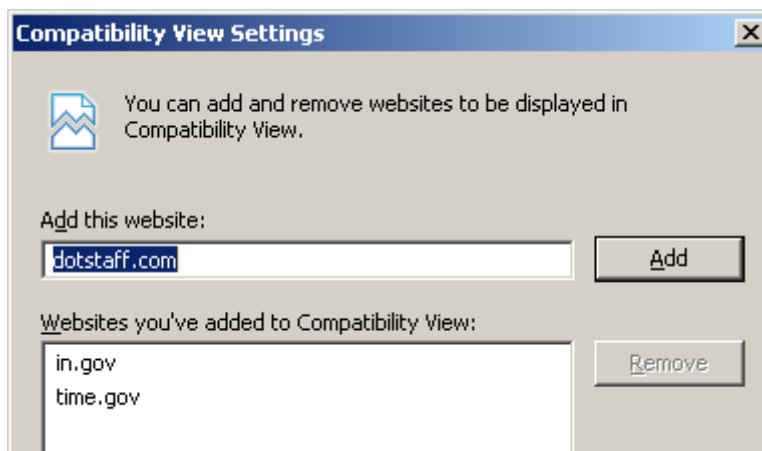
- If a symbol that looks like a sheet of paper torn in half appears in the address line at the top; please click on this icon and a box will pop up. From there, select the *Display Intranet site* in Compatibility view.



The Compatibility View button

OR

- Open IE and navigate to Peoplesoft: Click Tools (ALT + T) from top navigation bar, and select “Compatibility View Settings”. The screen shown below will appear. Select “add” and then close.



State Personnel and IOT are working towards solving the issue with IE 10 and PeopleSoft ELM. If you have any additional questions or need further assistance, please feel free to contact the SPD’s Division of Employee Engagement at SPDtraining@spd.in.gov.